

FIG. 1
(PRIOR ART)

ONE SCRIPT TEST SCRIPT SYSTEM AND METHOD
FOR TESTING A CONTACT CENTER VOICE APPLICATION

Albert Seeley, et al.

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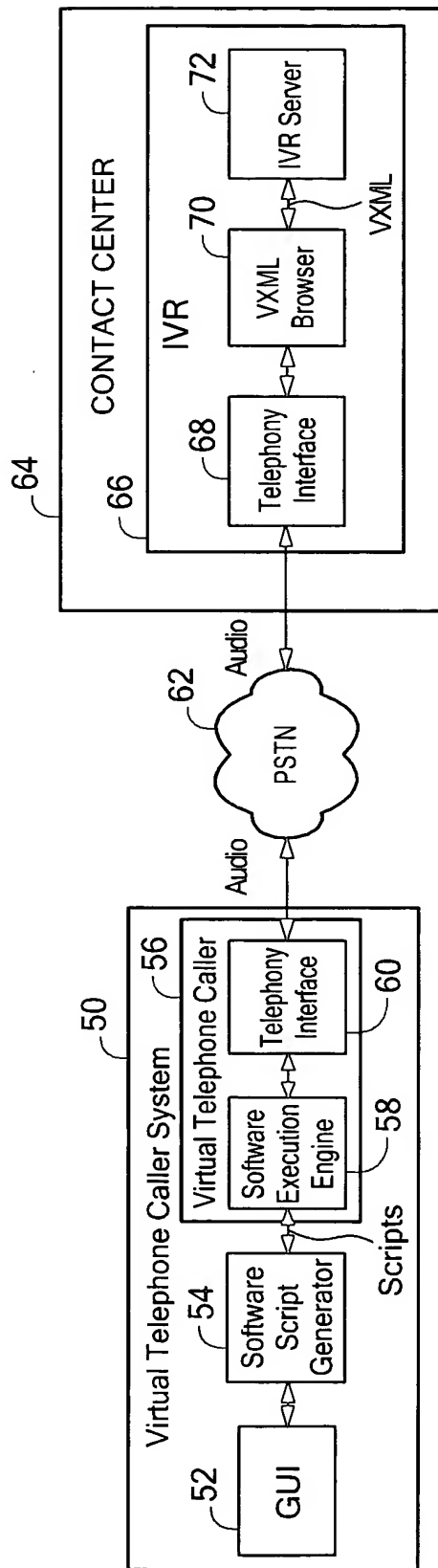


FIG. 2
(PRIOR ART)

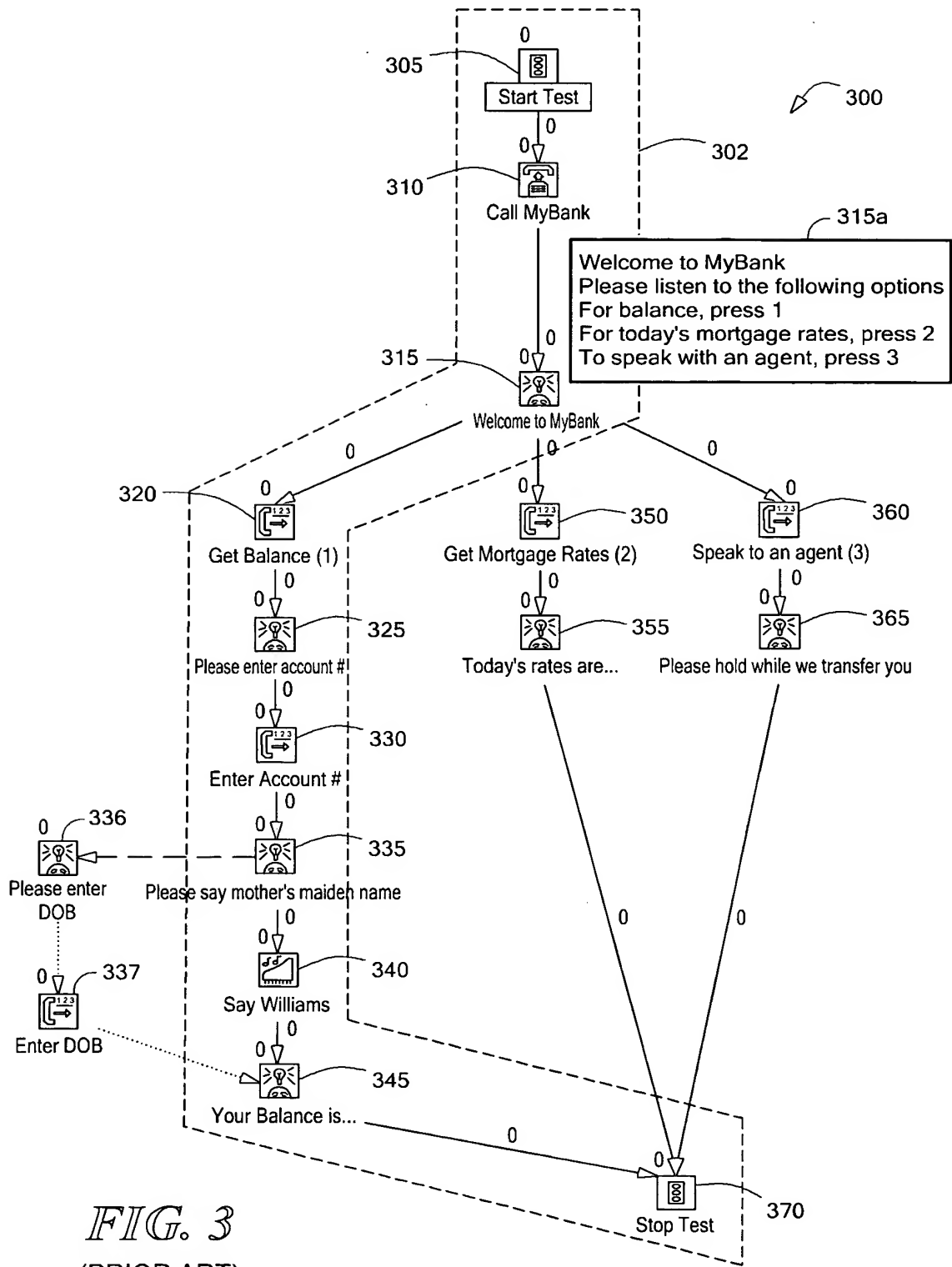


FIG. 3
(PRIOR ART)

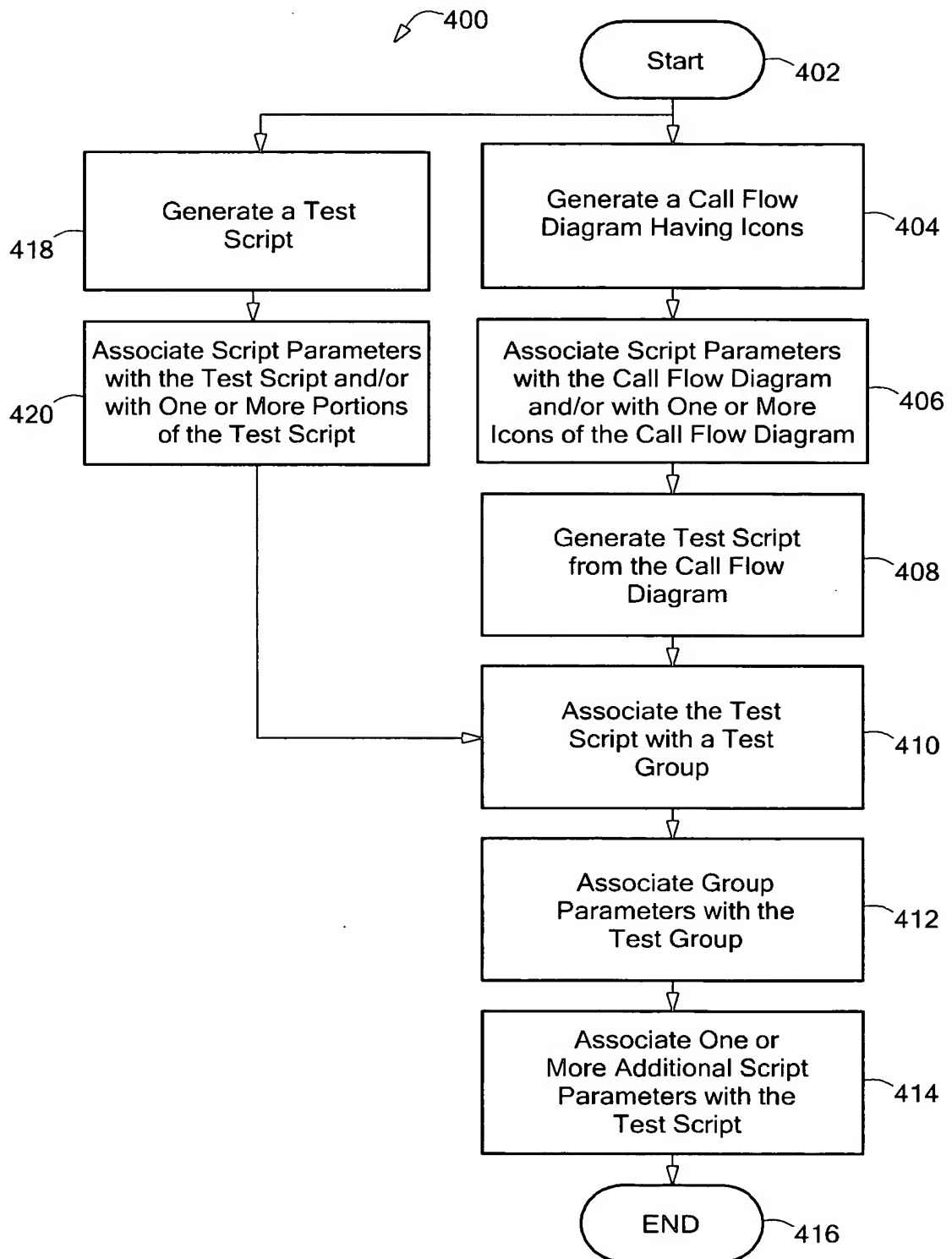


FIG. 4



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Edit Icon Properties

General Template Advanced Configuration Data Logging Speech Recognition Runtime

Enable Logging YES

Custom Label Time to recognize speech...

Warn Thresh Error Thresh

Output Response Score YES 700 1000

Output Response Time YES 700 1000

Output Response Length YES -1 -1

Output Response YES

Reset OK Apply Cancel Help

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FIG. 5



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Builder - Test Manager
File View Utilities Help
[Icons]

Scenario Builder
Scenario Locations
C:\test
Demo
Load
New Load Voice Group
acct_balances_0001_1_vs
Monitoring
Voice Group
acct_balances_0001_1_vs
hengli Test
test
testblanks

504

Select scripts to add to scenario
Voice Scripts
Table with 6 columns: Server, Project, Test set, Name, Location, Modified
Buttons: Launch Script Builder, Refresh List, Add Scripts, Close

Scenario Scheduler
Scenario Reporter
For Help, press F1

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Connected to HCM Server: rsw256
Interactive Mode

FIG. 6

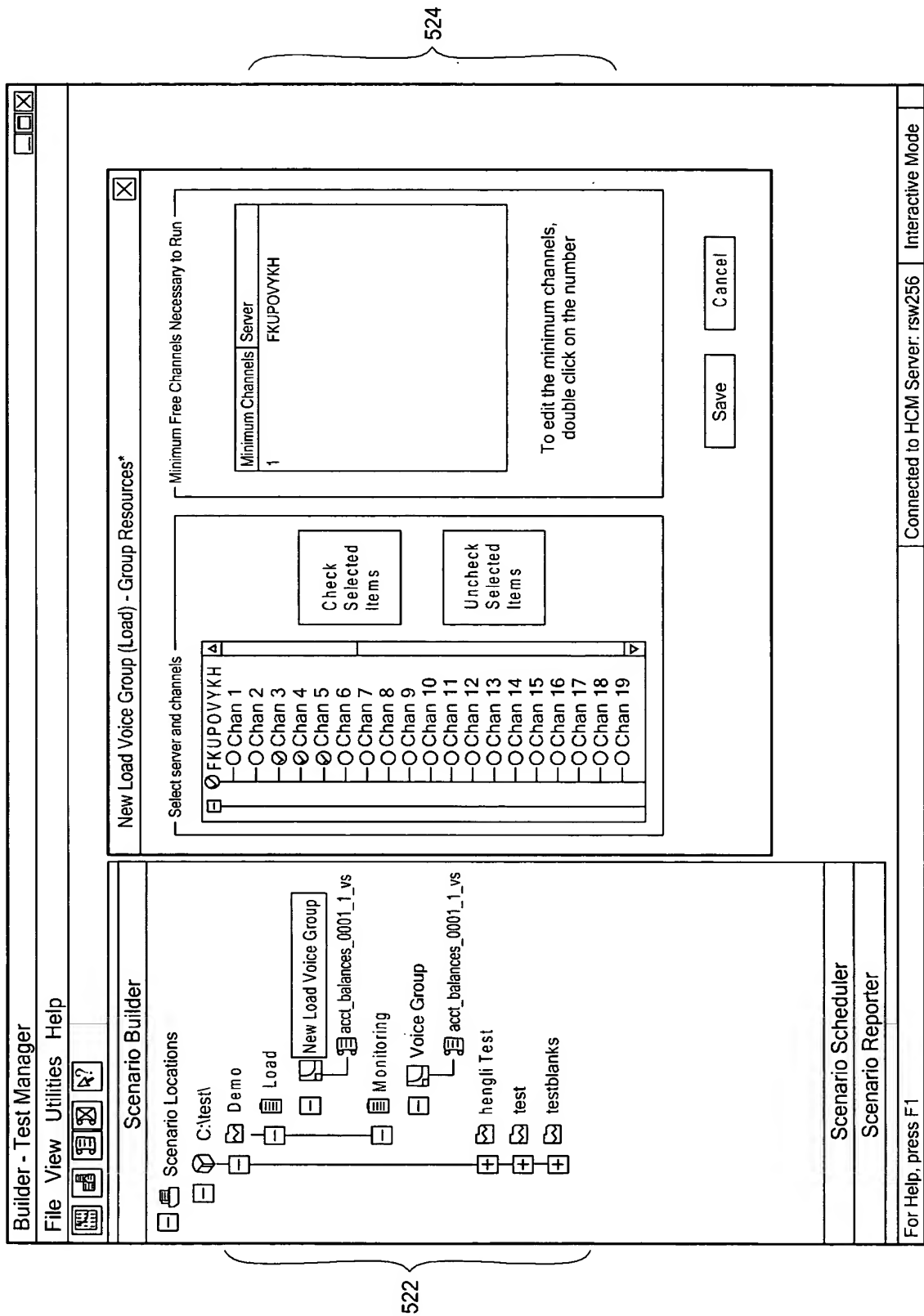


ONE SCRIPT TEST SCRIPT SYSTEM AND METHOD
FOR TESTING A CONTACT CENTER VOICE APPLICATION

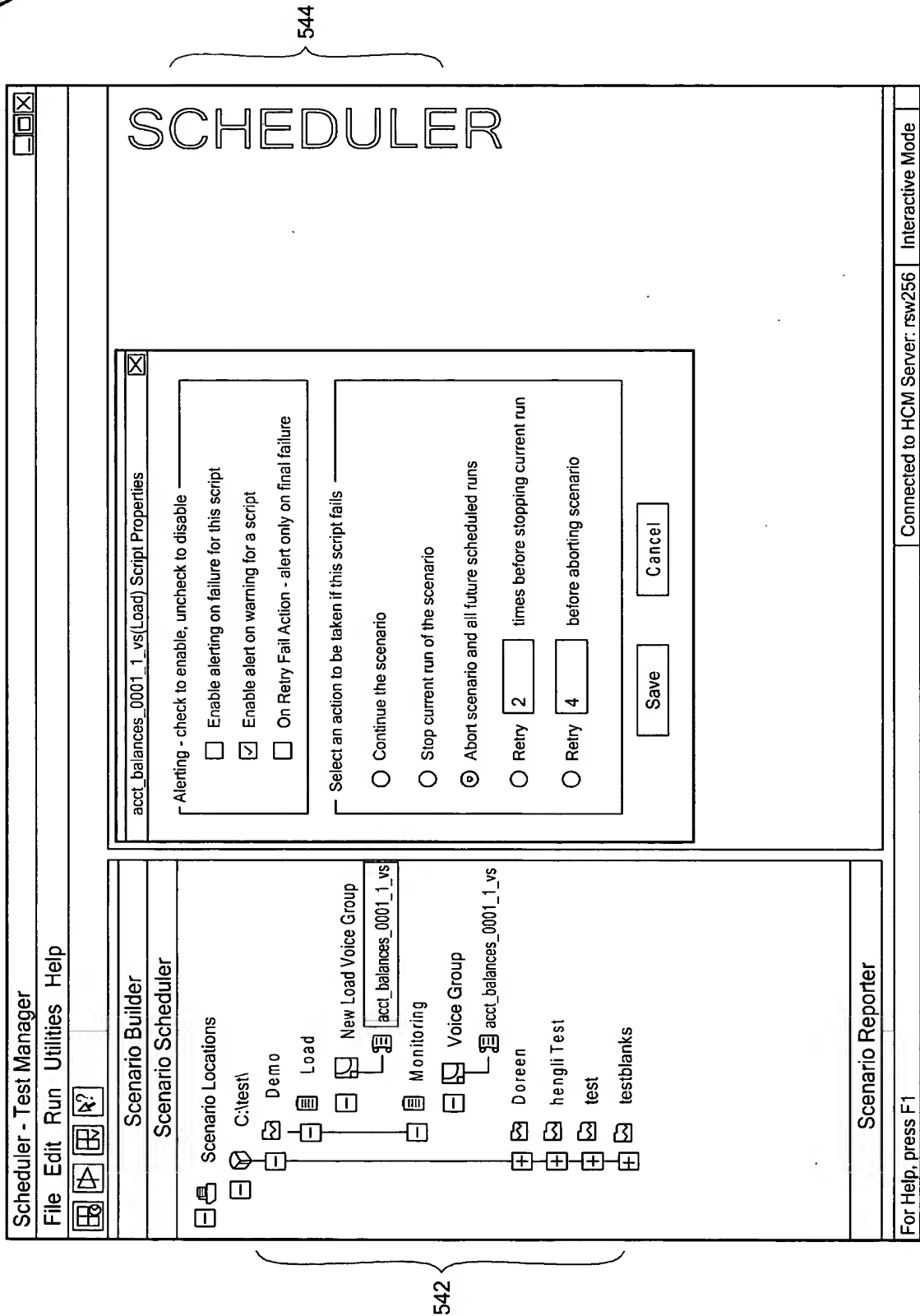
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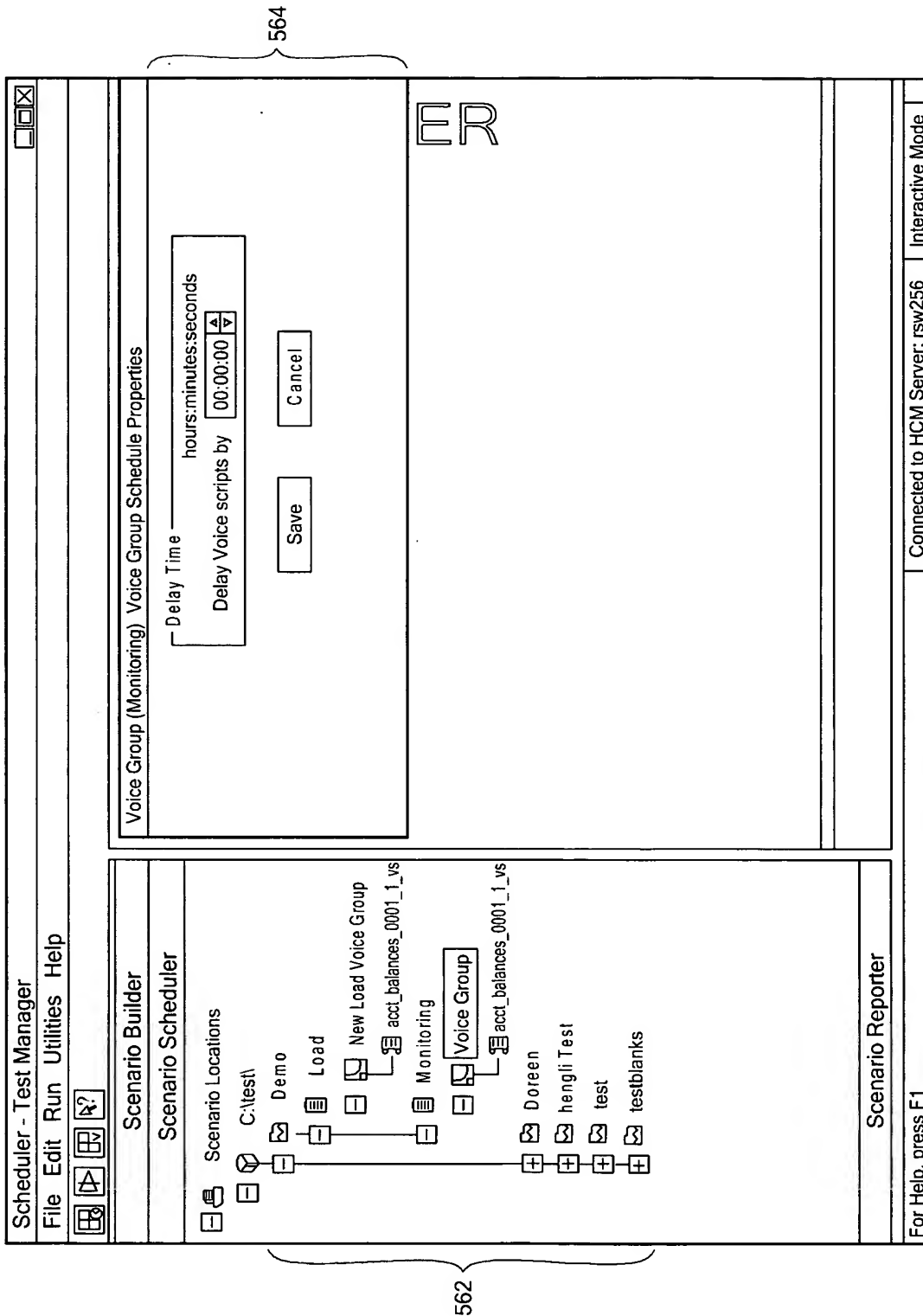


FIG. 9

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584
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Scheduler - Test Manager

File Edit Run Utilities Help

Scenario Builder

Scenario Scheduler

- Scenario Locations
- C:\test\
 - Demo
 - Load
 - New Load Voice Group
 - Monitoring
 - act_balances_0001
 - Voice Group
 - act_balances_0001
 - Doreen
 - hengli Test
 - test
 - testblanks

New Load Voice Group (Load) - Voice Group Schedule Properties

Delay Time

hours:minutes:seconds

Delay Voice scripts by 00:00:00

Script Load Share

Rel. Weight%	Script Name
100	act_balances_0001_1_vs

Double click Relative Weight value to edit

Apply Ever Load

Loading

Duration total min (days hours mins)	Start qpm	End qpm
10 0 10	0.0	20.0
10 0 10	20.0	20.0
10 0 10	20.0	0.0

Total Duration: 30 minutes

Rick click on list for operation choices

Save

Cancel

Scenario Reporter

For Help, press F1

Connected to HCM Server: rsw256 Interactive Mode

FIG. 10



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SCHEDULER

Monitoring Schedule

Start and Stop times

Start: Immediately

Stop: After iteration count 5

Recurrence Pattern

☐ None

☒ Hourly

☐ Daily

☐ Weekly

☐ Monthly

Every 1 minutes

Every 2 hours

Alerting - Enable to allow alerting at script level, disable to prevent all alerting

☐ Enable alerting for this scenario

Save Cancel

Scenario Builder

Scenario Scheduler

Scenario Locations

C:\test\

Demo

Load

NewLoadVoiceGroup

act_balances_0001

Monitoring

Voice Group

act_balances_0001

Doreen

hengli Test

test

testblanks

Scenario Reporter

For Help, press F1

Connected to HCM Server: rsw256

Interactive Mode

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FIG. 11

ONE SCRIPT TEST SCRIPT SYSTEM AND METHOD
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Monitoring Schedule*

Start and Stop times

Start: Immediately

Stop: None

1

Recurrence Pattern

☐ None

☒ Hourly

☐ Daily

☐ Weekly

☐ Monthly

Every 1 minutes

Every 1 hours

Alerting - Enable to allow alerting at script level, disable to prevent all alerting

☐ Enable alerting for this scenario

Save

Cancel

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Monitoring Schedule*

Start and Stop times

Start:

Stop:

Recurrence Pattern

☐ None
☐ Hourly
☒ Daily
☐ Weekly
☐ Monthly

☒ Every day(s)
☐ Every Weekday

Alerting - Enable to allow alerting at script level, disable to prevent all alerting

☐ Enable alerting for this scenario

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ONE SCRIPT TEST SCRIPT SYSTEM AND METHOD
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Monitoring Schedule*

Start and Stop times

Start:

Immediately

▼

Stop:

None

▼

1

Recurrence Pattern

☐ None

☐ Hourly

☐ Daily

☒ Weekly

☐ Monthly

Recur every

1

week(s) on:

☐ Sunday

☐ Monday

☐ Tuesday

☐ Wednesday

☐ Thursday

☐ Friday

☒ Saturday

Alerting - Enable to allow alerting at script level, disable to prevent all alerting

☐ Enable alerting for this scenario

Save

Cancel

660  FIG. 14



Monitoring Schedule*

Start and Stop times

Start: Immediately

Stop: None

Recurrence Pattern

☒ None

☐ Hourly

☐ Daily

☐ Weekly

☒ Monthly

☒ Day

7 of every 1 month(s)

☐ The

First Tuesday of every 1 month(s)

Alerting - Enable to allow alerting at script level, disable to prevent all alerting

☐ Enable alerting for this scenario

Save Cancel

FIG. 15

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SCHEDULER

Scenario Builder

Scenario Scheduler

Scenario Locations

- C:\test\
- Demo
- Load
- New Load Voice Group
- act_balances_0001
- Monitoring
- Voice Group
- act_balances_0001
- Doreen
- hengli Test
- test
- testblanks

Load Schedule

Start and Stop times

Start: Tuesday 7 May 2002 9:44:28 AM

Stop: None

1

Recurrence Pattern

☒ None
☐ Hourly
☐ Daily
☐ Weekly
☐ Monthly

Alerting - Enable to allow alerting at script level, disable to prevent all alerting

☐ Enable alerting for this scenario

Save **Cancel**

Scenario Reporter

For Help, press F1

Connected to HCM Server: rsw256 Interactive Mode

FIG. 16